

COMPASS (Comprehensive Online Management and Personnel System) Customization Process

The objective of this process is to provide tools for COMPASS Management to effectively monitor the technical make-up of the COMPASS system, retain the big picture, and understand the resource needs for ongoing maintenance.

Risk ratings are based on the introduction of potential issues with standard functionality, the annual support pack implementation, and the ability to identify the existence of the customization. Impacts are determined by the potential for increased complexity of COMPASS, the work required to implement the annual support packs, and the amount of institutional knowledge needed to support the technical solution.

Identify Category and Usage Authorization

Customization Category and Description	Risk/Impact	SAP Support	Usage Authorization
<p><u>Configuration</u> – SAP’s method for customers to select the processes they will use and the settings that define how each step in the process will behave.</p>	Low Risk and Impact	Standard Method SAP Supported	Acceptable with standard COMPASS Software Support Process (SSP) documentation.
<p><u>Business Add In (BADI)</u> – SAP provided enhancements (subroutines) that allow customers to customize specific areas of the system.</p> <p style="text-align: center;">and</p> <p><u>Business Application Programming Interface (BAPI)</u> – Standardized programming interfaces provided by SAP that allow customers to enable external applications to access business processes and data in the SAP system.</p>	Low Risk and Impact	Standard Method SAP Supported	Acceptable with standard COMPASS Software Support Process (SSP) documentation.
<p><u>Report/Non-SAP Provided Functionality Program (zprogram)</u> – A custom program developed and owned by the customer; used for output reports or customer-specific functionality not provided by SAP.</p>	<p>Low Risk; Low-High Impact</p> <p>Only using this method for output reports and customer specific functionality minimizes the risk to standard functionality and application of support packs. The impact during initial development is high. The impact to ongoing maintenance will vary depending on the complexity and criticality of the program.</p>	Consulting	Document and Obtain Approval Process <i>Approving Agent: Team Lead</i>

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<p><u>Table/Non-SAP Provided Data Storage (ztable)</u> – A custom table developed and owned by the customer; used for customer-specific data storage not provided by SAP.</p>	<p>Low Risk; Low-High Impact</p> <p>The impact during initial development is high. The impact to ongoing maintenance will vary depending on the complexity and criticality of the program.</p>	<p>Consulting</p>	<p>Document and Obtain Approval Process</p> <p><i>Approving Agent: Team Lead</i></p>
<p><u>Enhancement Spot</u> – Place in a program that SAP has designated for customers to add their own code (implicit and explicit). <i>New method since ECC 6.0 with more flexibility than User Exits</i></p>	<p>Low Risk; Medium-High Impact</p> <p>This method has been designed so that SAP doesn't touch it with their updates and there are tools to identify their existence during SAP updates. However, there is a potential for a high volume and/or added system complexity that could result in a higher impact for ongoing maintenance.</p>	<p>Could require removal or deactivation for SAP Support of program</p>	<p>Document and Obtain Approval Process</p> <p><i>Approving Agent: Team Lead</i></p> <p>Note: Try to avoid overwrite method in the Web Dynpro application. Using overwrite is a high impact.</p>
<p><u>User Exit</u> – Place in a program that SAP has designated for customers to add their own code. <i>Method offered before ECC 6.0 with limited flexibility.</i></p>	<p>Low Risk; Medium-High Impact</p> <p>This method was also designed so that SAP doesn't touch it with their updates and there are tools to identify their existence during SAP updates. It seems as though User Exits are being phased out with the newer method. However, added system complexity could result in a higher impact for ongoing maintenance.</p>	<p>Could require removal or deactivation for SAP Support of program</p>	<p><u>Existing User Exits</u></p> <p>When maintaining existing user exits, look at feasibility of moving to more preferred method.</p> <p><u>New User Exits</u></p> <p>Document and Obtain Approval Process</p> <p><i>Approving Agent: Team Lead</i></p>
<p><u>Modified Object</u> – A standard SAP object (program, table, structure, etc.) modified by the customer via an access key provided by SAP.</p> <p>Note: Anything needing an access key.</p>	<p>High Risk and Impact</p> <p>Differences can be identified during SAP updates with the tools provided. Manual intervention is required to retain customization. <i>Rare situations may occur with cooperation from SAP to incorporate a temporary custom solution in the interim of receiving an update from OSS, but this still requires approval.</i></p>	<p>Requires removal or deactivation for SAP Support of program</p>	<p>Document and Obtain Approval Process</p> <p><i>Approving Agent: Team Lead, Team Manager, and Division Chief</i></p>
<p><u>Replaced SAP Program (zprogram)</u> – A custom program developed to replace SAP provided functionality. Typically developed by copying, modifying, and renaming a standard SAP program. Often referred to as a “ghost” program.</p>	<p>High Risk and Impact</p> <p>These can be a lot of work during SAP updates. Tools available do not identify these programs or their differences. We should avoid this method and maintain a list of those we have.</p>	<p>Consulting</p>	<p>Document and Obtain Approval Process</p> <p><i>Approving Agent: Team Lead, Team Manager, and Division Chief</i></p>

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Document and Obtain Approval

Document and obtain approval of custom solutions as early in the design phase as reasonably possible. For prototyping solutions, this should be done prior to sharing a design with the Customer.

Step	Procedure/Action Required
1	Document custom design in the DDS. <ul style="list-style-type: none"> • <u>Section 3. Alternatives/Risks</u>. Document how/why SAP provided programs or standard programming methods do not meet the need. Note: Throughout the course of a larger project/prototype, there may be more than one customization category identified at different times that require separate approvals. When necessary, be sure to organize this section with number/letter references to provide clear reference points (e.g., 3.1, 3.2 and/or a., b., c.). • <u>Section 2. Technical Specifications</u>. Document the custom object(s). In the description field(s), include the customization category and section 3 reference point(s) with the overall explanation of the need.
2	Conduct a peer review with and obtain approval from the Approving Agent(s) for the associated customization category (reference table above). Coordinate with the Team Lead to determine if anyone else should participate in the peer review.
3	Document the approval information in the applicable portion of Section 3. Alternatives/Risks. Include the date, location, and list of attendees from the approval peer review.